

# Performance Management Scenarios

## Ops Support Scenario

**Background:** This scenario takes place at the LaRC DAAC on the ECS Release A system. The processing epoch is full production of CERES science products (i.e., more than 6 months after launch). (Subsystems Involved: MSS, DPS, DSS)

System	Operator	Analyst
<p>A usage threshold on a unit of the working storage for host Virginia is exceeded. Virginia is the name of the Symmetric Multi-Processor (SMP) Science Processor at LaRC. The processor is still running - this is a warning indicator only.</p> <p>Warning message is sent to operator screen.</p>		<p>Thresholds for disk space utilization are established and notification mechanisms are specified.</p>

# Performance Management Scenarios (cont.)

## Ops Support Scenario

System	Operator	Analyst
	<p>Operator receives and acknowledges anomaly message.</p> <p>Operator calls PA and asks for troubleshooting assistance.</p>	<p>The PA looks at the usage on the temporary storage and verifies that one of the disks is at 80% utilization. Via queries, the PA determines that a substantial amount of the disk is being used by PGE CER042197112004A (the CERES subsystem 4, Cloud Retrieval (release 2.1.)).</p> <p>(Note: Investigate to identify problem. Trouble Ticket written after problem discussion.)</p>

# Performance Management Scenarios (cont.)

## Ops Support Scenario

System	Operator	Analyst
		<p>Via coordination with the Production Monitor, the PA determines that this PGE normally uses about a tenth as much disk space as it is using now. The PA and the Production Monitor think there is a problem with the execution of the PGE.</p> <p>PA calls Operator and reports his findings.</p>

# Performance Management Scenarios (cont.)

## Ops Support Scenario

System	Operator	Analyst
	The operator calls an instrument team analyst and discusses the situation. The analyst suspects that the PGE has internally detected an error and has shifted to Debug mode. Under the direction of the instrument team analyst, the operator terminates the PGE, saves the associated disk file onto temporary storage and writes a Trouble Ticket.	